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| **JOB DESCRIPTION** |
| **1. Name**:  | **2. Location: MHB** |
| **3. Department : F&B Service Department** |
| **4. Section: F&B Service Department** |
| **5. Position Title: F&B Supervisor** |
| **6. Grade/Salary Group: S3-L2**  |
| **7. Reference - Date:**  |
| **8. Approved By:** | **F&B Manager** |
| 9. Scope of Work:  Analyze all guest requirements and prepare plans resolve customer care related issues and satisfy guests. Monitor and ensure optimal cleanliness, sanitation for all growth oriented organizational projects |
| **10. Major Duties & Responsibilities:*** **Maintain knowledge and ensure compliance with departmental policies and standard service procedures.**
* **Oversee all front and back of the house restaurant operations**
* **Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally**
* **Maintain quality control for all food served**
* **Analyze staff evaluations and feedback to improve the customer’s experience**
* **Project future needs for goods, kitchen supplies, and cleaning products; order accordingly**
* **Train new employees and provide ongoing training for all staff**
* **Supervise efficient upkeep of tools through proper usage of equipment and devices.**
* **Monitor and ensure optimal cleanliness, sanitation for all growth oriented organizational projects.**
* **Perform regular investigation on design and provide all materials and devices to ensure enhancement of better services.**
* **Assist all room service staff members to work properly and provide maximum facilities to guests to outlet.**
* **Monitor all phone calls to room service department to ensure timely resolution for same.**
* **Inspect food and beverage product preparation programs and maintain goodwill of company.**
* **Monitor and ensure completion of orders, administer all maintenance projects plus communicate with engineering staff for all repairs.**
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| **11. Supervision & Guidance Received: F&B Exicutive or manager.** |
| **12. Qualifications & Experience Required: Degree or Diploma in F&B hotel Management.****As we are in catering business so we need experienced persons from Catering industry.** |
| **13. Other Significant Factors:** Under the general guidance of the Outlet Manager and in accordance to the Corporate Policies and Procedures |
| **14. Accepted By:** Name:  Position :  | **15. Confirmed By:** Name: Position: |